



Volunteer Development Framework 2023–2026

Our vision

Volunteering is woven into the fabric of our Trust in a way that positively impacts our organisation, our workforce, our patients and our communities, whilst offering our volunteers a fulfilling experience.

Our mission

To implement a planned approach to volunteer development at Yorkshire Ambulance Service (YAS) that recognises the value of volunteering, ensuring that we recruit and retain volunteers from across our communities and maximise the contribution that volunteering makes to the care we provide.

We recognise that volunteering benefits everyone.



Our ambition for 2026 is that we have

A robust infrastructure to enable, sustain and enhance current and future volunteering opportunities.

An organisational culture that values, encourages, promotes and supports volunteering.

Volunteer programmes that maximise volunteer contribution and represent the diversity of our communities.

Collaborative partnerships with other health and care providers, voluntary, community and third sector organisations to further enhance our care offer through volunteering.

Delivery is supported by a range of enabling strategies

YAS One Team, Best Care Strategy

YAS Business Plan

AACE National Ambulance Volunteering Strategy

NHS People Plan

Current challenges

Existing volunteer programmes are managed and monitored separately with different procedures, limited collaboration and inadequate resource to expand volunteering opportunities or offer Trust-wide leadership.

Volunteers and volunteering are not routinely considered across the Trust and often absent from internal and external communication, relevant Trust policies, strategies and workstreams.

There are limited voluntary opportunities at YAS. The recruitment process can be restrictive for applicants. Volunteer diversity is not representative of the communities we serve.

There is opportunity but limited collaboration and inadequate resource in place to enhance our care offer through volunteering.

What we will do to achieve our ambition

A robust infrastructure to enable, sustain and enhance current and future volunteering opportunities.

- Develop a standardised framework for volunteering, to include policies, procedures and training.
- Gain and maintain national accreditation for volunteer management to demonstrate the Trust's commitment to improving the quality of the volunteering experience.
- Develop systems to monitor and manage volunteers, volunteer activity and impact.
- Support staff leading volunteers to have the right skills, knowledge and support to get the best out of their volunteer programme.
- Develop a model that provides Trust-wide leadership and continued development for volunteering.

An organisational culture that values, encourages, promotes and supports volunteering.

- Ensure that volunteering is represented, actively monitored and supported at Board level.
- Ensure that volunteers are included in relevant Trust strategies and policies.
- Ensure that volunteers are considered in internal and external communication.
- Promote the benefits, value and impact of volunteering.
- Formally thank and recognise volunteers.
- Ensure volunteers feel supported.

Volunteer programmes that maximise volunteer contribution and represent the diversity of our communities.

- Develop and implement a volunteer recruitment process that is accessible and effective.
- Undertake targeted engagement and promotion to recruit volunteers that reflect our communities.
- Support services to increase volunteer contribution across the Trust.
- Identify and develop new and impactful voluntary opportunities in line with Trust priorities, national priorities and community priorities.
- Develop a volunteer to career pathway.

Build collaborative partnerships with other health and care providers, voluntary, community and third sector organisations to further enhance our care offer through volunteering.

- Collaborate with the wider health and social care system and partners to:
 - a) Identify and enhance relevant, already-established volunteering that could benefit our people and our patients.
 - b) Create new voluntary activities that benefit our people and our patients.
 - c) Support people into volunteering and our workforce, for example through partnerships with NHS Cadets and Prince's Trust.

How we will measure the impact of this Framework

- Volunteer data dashboard (data to track, analyse and evidence volunteering).
- Qualitative feedback
- Annual volunteer survey
- Diversity monitoring.

What success looks like

For us, success will be having a variety of meaningful voluntary activities fulfilled by a diverse population of volunteers who consistently report feeling valued and enjoy volunteering for YAS. This would be evidenced through positive feedback, improved retention of volunteers and increased voluntary contribution and impact across our organisation.